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**CENTRAL REGION COUNCIL ON WORKFORCE SERVICES**  
**Monthly Meeting Minutes**  
**Thursday, June 26, 2003**  
**12:45 p.m.**

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Presiding: Jane Reister Conard, Chair

Present: Susan Archibeque, Allan Ayoub, Cynthia Brothers, Charles Daud, Norman Fitzgerald, Representative Brent Goodfellow, Stephen Goodrich, Douglas Johnston, Richard Justice, Brad Maughan, Karen Silver, Kerry Steadman and Russ Thelin.

Excused: Edward Armour, Jan Cook, Deirdre Darby-Duffin, Greg Diven, Kathleen Gage, Bo Hall, Elizabeth Heath, Todd Henriksen, John Hill, Paul Jackson, Stephen Ronnenkamp, Dean Walker, Megan Wiesen, Commissioner Gene D. White, Councilman David Wilde and Julie Zimmerman.

Guests/Volunteers: Leticia Anderson, Edie Fauver, Akilah Messado, Paul Otto, Nate Roman, Kevin Schofield and Louie Silveira.

Staff: Leno Franco, Jane Gardner, Diane Lovell, Melissa Olsen, John Pierpont and Verene Froisland.

**Call to Order & Announcements**

Jane Reister Conard called the meeting to order at 12:45 p.m. and welcomed all those in attendance.

Chairperson Conard then welcomed a few special guests who are contemplating joining the Council. The guests were: Louie Silveira, Costco Manager, Nate Roman, UPEA and Kevin Schofield, Utah Alliance Government Employees.

Chairperson Conard asked if there were any other guests visiting today. Leticia Anderson, Admissions Counselor for Job Corps in Salt Lake City, introduced herself.

Chairperson Conard announced that the Council of Councils meeting would be held October 9-10 at the University Parkway Hotel. The Council has been asked to suggest topics for discussion at the meeting. One suggestion that has already been offered is to have Brad Maughan present his *DWS Framework* "roundtable" that he conducted during the retreat in April. Chairperson Conard then stated that nominations are also being requested for the customer and employer awards. Members with suggestions Council of Councils discussion topics and/or award nominations were asked to contact the Chair or Diane Lovell. Nominations must be submitted to the State Council office by August 29<sup>th</sup>.

Representative Brent Goodfellow stated that Federal Legislation (WIA and TANF Reauthorization) may be completed by then and it would be a good idea to have a thorough review of the new legislation and its impact.

Chairperson Conard then announced that the Central Region's Annual Report contributions should be submitted in August. She again asked that she or Ms. Lovell be contacted with suggested topics.

Norman Fitzgerald suggested that the Annual Report mention the new West Valley City Employment Center and its new 4-Day workweek.

Chairperson Conard announced that "Faith Based Initiatives" workshops, sponsored by Utah Issues, are being held around the State. The Salt Lake area workshop will be on July 10<sup>th</sup> from 1:00 to 5:00 p.m. and everyone is encouraged to attend.

Chairperson Conard announced that the next State Council meeting would be held on July 17<sup>th</sup> at the Clearfield Employment Center. All Central Region Council members are invited to observe. Chairperson Conard noted that she would not be able to attend and that Paul Jackson would be asked to attend and report back to the Council.

Chairperson Conard then called attention to the new Agenda Packet Cover Sheet. She stated that it resulted from a suggestion made to save time and improve the Council's efficiency, and she encouraged other suggestions.

Chairperson Conard announced that there are three members whose terms expire on June 30<sup>th</sup> and they are not able to extend their service on the Council. They are Kathleen Gage, Richard Justice and Stephen Goodrich. Chairperson Conard then presented a plaque to Mr. Goodrich (Ms. Gage and Mr. Justice were not present) and thanked him for all of the good work he has done as the Council legislative liaison and Chair of the Government Relations Committee.

Mr. Goodrich stated that his decision to leave the Council was difficult and that he will miss his associations with the Council members very much.

Chairperson Conard stated that she is sorry to see the members leave the Council. She then noted that Mr. Goodrich has suggested another executive from UPS replace him on the Council. A recruitment letter will be sent, inviting him to attend the next Council meeting.

### **Consent Agenda**

#### **Approval of Minutes**

- ❖ Central Region Council meeting of Thursday, May 22, 2003 and Executive Committee meeting of Thursday, June 12, 2003.

#### **Ratification of April 24<sup>th</sup> Council Action**

- ❖ Approval of minutes for Central Region Council meeting of Thursday, March 27, 2003 and Executive Committee meeting of Thursday, April 10, 2003.

#### **Ratification of May 22<sup>nd</sup> Council Action**

- ❖ Approval of minutes for Central Region Council meeting of Thursday, April 24, 2003 and Executive Committee meeting of Thursday, May 8, 2003.
- ❖ Support of 4-Day Work Week Schedule – West Valley Employment Center

Chairperson Conard stated that the past few months the Council has had a real tough time in getting a quorum. She then suggested that because there was no quorum present, the Council take action on the consent agenda and absent members be contacted and asked to vote by proxy. As a way of making things more efficient, a consent agenda requires only one motion for all of the items listed unless someone feels that there needs to be separate motions.

**Mr. Fitzgerald moved to approve all of the items listed under the Consent Agenda. Susan Archibeque seconded the motion.**

**Allan Ayoub noted the following corrections to the Thursday, May 22, 2003 Council minutes:**

- ❖ Page 5 – Finance Report: change “NAFTA” to “TAA”.
- ❖ Page 8 – West Valley Employment Office – Proposed Modification of Service Hours: in the motion change “to work four 12-hour days per week” to “to be open four 12-hour days per week”.

**Karen Silver noted the following corrections to the Thursday, May 22, 2003 Council minutes:**

- ❖ Page 5 – Training & Development Report: in reference to Supervising Today's Workforce, add one of the feedbacks was that the employers felt that they couldn't afford the cost of the training.
- ❖ Page 6 – Retreat Outcomes and 2003-04 Goals: add, “Mr. Steadman also asked how the goals fit in with the DWS employee's duties”.
- ❖ Page 6 – “What's Working for State Partnerships Serving People with Disabilities”: change “Special Education and Rehabilitated Services” to “Special Education and Rehabilitation Services”.
- ❖ Page 7 – “What's Working for State Partnerships Serving People with Disabilities”: change “inner-agency” to “inter-agency” and change “TANF” to “TANF Rainy Day funds”.
- ❖ Page 8 – West Valley Employment Office – Proposed Modification of Service Hours: delete the word “all” where it reads “...all customers were surveyed...” and the minutes should reflect that the new four-day 12-hour workweek is a one year pilot and amend the summary of proxy votes to add Allan Ayoub and the names of any other members that voted by proxy on the 4-day, 12-hr per day workweek.

**All 12 voting members present voted “Aye” to approve the minutes with corrections.**

Chairperson Conard then asked Ms. Lovell to poll the members not in attendance requesting that they vote on the June 26<sup>th</sup> Consent Agenda Item by proxy.

***Ms. Lovell sent an e-mail on 6/27/03 to Council members not present at the 6/26 meeting for their review and vote. Ed Armour, Deirdre Darby-Duffin, Greg Diven, John Hill, Paul Jackson, Dean Walker and Commissioner Gene White responded in favor of the motion. Kathleen Gage abstained.***

**The motion passed (19 ayes) with one abstention – Kathleen Gage.**

#### **Member Re-appointments thru June 2007**

Chairperson Conard stated that there are four Council members whose terms have expired and have agreed to serve for another term. The Council members are Allan Ayoub, Jan Cook, Charles Daud and Todd Henriksen.

**Russ Thelin moved to recommend the re-appointments of Allan Ayoub, Jan Cook, Charles Daud and Todd Henriksen for a four-year term thru June 2007. Ms. Silver seconded the motion. All 12 voting members present voted “Aye”.**

***Ms. Lovell sent an e-mail on 6/27/03 to Council members not present at the 6/26 meeting for their review and vote. Ed Armour, Deirdre Darby-Duffin, Greg Diven, Kathleen Gage, John Hill, Paul Jackson, Dean Walker and Commissioner Gene White responded in favor of the motion.***

**The motion passed with 20 ayes.**

### **Nomination and Approval of Council Officers**

Chairwoman Conard temporarily turned the "Chair" over to Brad Maughan, Regional Director to preside over the meeting during the nomination and approval of Council officers.

Mr. Maughan stated that Jan Cook had nominated Jane Reister Conard for Chair. He then opened the floor for other nominations. There were no other nominations.

**Representative Goodfellow moved that Jane Reister Conard be appointed as Central Region Council Chair by acclamation. Mr. Ayoub seconded the motion. All 12 voting members present voted "Aye". Motion carried**

**Vice Chair** – Mr. Maughan stated that Greg Diven and Todd Henriksen were nominated for Vice Chair. He then opened the floor for other nominations. There were no other nominations.

**Mr. Ayoub moved to cease nominations. Ms. Silver seconded the motion. All voted "Aye".**

The Council members submitted written ballots that were tallied along with the proxy votes that had been sent in prior to the meeting.

**Chairperson Conard resumed her seat and announced that Greg Diven was elected as the Vice Chair.**

Ms. Conard noted that Richard Justice has arrived. She thanked him and presented a plaque to him in recognition of his long-term service on the Council. Mr. Justice thanked the Council for the acknowledgment.

### **Committee Reports**

**Membership** – Chairperson Conard announced that a Membership Committee meeting is scheduled on July 10<sup>th</sup> at 11:30 a.m. and invited interested members to attend. There are six vacancies on the Council and she would like the members to help identify candidates, and particularly small business representatives.

**Basic Needs** – Ms. Silver reviewed the Help Desk Report for April and May 2003. She stated that work and housing are the two main reasons individuals come into the Employment Centers. The report also reflected an upward trend in domestic violence. Ms. Silver noted that research shows that in times of economic downturns there is a rise in domestic violence. If anyone has questions or needs more information, please contact her.

Ms. Silver continued by stating that the Basic Needs Committee continues to look for ideas for the Need Help Packet. The Committee will be meeting with the Marketing Committee to discuss the Need Help Packet prior to the August meeting. Ms. Silver then announced that there was a public hearing on the Childcare Development State Plan today (6/26) from 3:30 to 4:30 p.m. in Room 123. The Plan indicates that there is a Professional Development Group that is meeting to figure how to get training for childcare providers and to make sure that childcare is accessible and available. The Plan also mentions that part of the group is the Central Region Council. Ms. Silver then asked if anyone knew about the Council's involvement with the Professional Development Group.

Chairperson Conard responded by stating that she was contacted in regard to the campaign and that if anyone on the Council wants to be involved and attend the steering committee meetings to let her know.

**Marketing** – There was no report at this time.

**Finance** – Mr. Daud distributed a pie chart identifying the TAA funds – available funds \$250,000, obligated funds \$459,578 and expenditures \$181,969. Mr. Daud also distributed a list of TAA-certified companies. He then asked each Committee to let him know, prior to the next Council meeting, what expenses are anticipated for the coming year.

Chairperson Conard reminded Mr. Daud that a fiscal primer about the entire DWS budget is scheduled for the August Council meeting.

Kerry Steadman questioned why the obligated funds exceed the available funds by approximately \$200,000.

Leno Franco responded by stating that as companies are being certified for TAA funds the Central Region obligates dollars to meet those requirements. When obligations exceed the amount available, the federal government then covers the expenditures and excess obligations.

**Training & Development** – Mr. Fitzgerald spoke concerning Roadmaster's application for Training Provider approval and stated that the Committee decided to postpone action until the requested financials are provided and reviewed. Mr. Fitzgerald noted, subject to the financials being reviewed, his recommendation would be to approve the Roadmaster Training Provider application. Mr. Fitzgerald continued by stating that the committee is still investigating what should be done about Supervising Today's Workforce.

**Facilities** – Mr. Fitzgerald stated that the Tooele facility has run into a small roadblock. He hopes that it will be resolved soon so that the Facilities Committee can continue to move forward.

Chairperson Conard noted that the Tooele facility is a top priority right now as Tooele is a growing area and the current Employment Center space is inadequate.

**Youth Council** – Ms. Conard reported that Paul Jackson has agreed to succeed Bo Hall as Chair of the Youth Council. A formal announcement will be made after the transition is official. Chairperson Conard then noted that the next Youth Council meeting would be held on Monday, August 11<sup>th</sup> at 3:00 p.m. (one week earlier than the usual meeting day)

### **Regional Director's Report**

Mr. Maughan stated that both the major funding Bills, WIA and TANF, are stuck in Senate Committees. He then reported that the Department just finished the Service Provider (staff) Survey. The Department's overall statewide satisfaction rate stayed level at 3.7 on a 5-point scale. Central Region however, dropped from 3.7 last year to 3.5 this year; however Mr. Maughan noted that he is very pleased with the 3.5 rating because its considered a good score.

Mr. Maughan then thanked the Council for their support of the West Valley facility's move to a 4-day business week. The Council's support helped convince upper management to approve the proposal.

Mr. Fitzgerald asked about the progress being made on getting a bus stop near the West Valley facility.

Mr. Maughan stated that the process has been slow; however, the Department is still working with UTA.

Mr. Ayoub stated that he might be able to help because he knows several of the members on UTA's Board. He then stated that he would talk to four or five Board members and then report in July on how they make determinations relative to bus routes and stops.

Mr. Maughan continued with his report by stating that turnover has always been an issue with the Department, even though it has gone down significantly from a couple of years ago. To help improve the turnover, the Department has initiated a "Star Performer Program" at the Eligibility Services Center. The Star Performer Program will screen people based upon their emotional intelligence. We are going to find out what makes successful people successful and start using that as part of the hiring process.

Louie Silveira asked what was the current turnover rate. Mr. Maughan responded by stating that it is 28%; of that 28% about 12% is "bad" turnover.

Mr. Ayoub spoke concerning the childcare issue and asked why the Council's recommendation is not being considered. Mr. Maughan responded by stating that the utilization rate is at approximately 20% and to continue providing childcare at anything less than 40% utilization would not be fiscally responsible.

Ms. Archibeque asked if the employees could bring their children to utilize on-site childcare. Mr. Maughan responded by stating that it has been discussed; however, the State is not ready to provide that benefit.

Chairperson Conard then noted that to have a full-time childcare center for children to be there 40 hours a week is quite a bit higher investment in terms of staff and programming.

Mr. Ayoub noted that he will be meeting with the Chair of the Childcare Committee next week and he plans to ask why DWS does not provide childcare for employees, especially when DWS encourages other companies to provide childcare.

Representative Goodfellow asked if there are other resources to fund childcare services. Mr. Maughan responded by stating that he did not know but he would look to see if there are other possible resources.

### **Old Business**

Chairperson Conard brought the Council's attention to the letter that was sent to Representative Matheson relating to youth services and the proposed legislation that requires an increased focus on out-of-school youth. The letter is on Page 1 of the Council packet.

Chairperson Conard recognized Jon Pierpont, Director of the Central Region Eligibility Center, and thanked him for coming to today's meeting.

**New Business**

Chairperson Conard announced that the full Council is invited to attend the Executive Committee meeting on Thursday, June 10<sup>th</sup> at noon since there will be no Central Region Council meeting in July. Ms. Conard encouraged everyone to attend as topics include: the 1000-Day Plan, Council Goals, Annual Calendar, Committee Structure and Council Efficiencies.

Mr. Steadman referred to the breakout of Supervising Today's Workforce (STW) funds reflected on page 18 of the Agenda Packet. He asked if excess revenue is lost at the end of the fiscal year. Mr. Franco stated that the revenues from STW are rolled over from year to year.

**Public Comment**

There was no public comment.

As there was no further business, the meeting adjourned at 2:06 p.m.